

Amendments to the Claims:

Claim 1 (currently amended): A system for processing a product concern, the system comprising:

a service station having a first computer and a removable integrated digital camera ~~assembly~~ and scanner unit for capturing digital information including one or more photographs and identifying indicia related to the product concern wherein the captured digital information is automatically transmitted from the integrated digital camera and scanner unit to the first computer upon placing the integrated digital camera and scanner unit in electrical communication with the first computer within the service station;

a reviewer station having a second computer for receiving the captured digital information from the service station and for determining how to address the product concern; and

a communication port for connecting the first computer at the service station with the second computer at the reviewer station for transmitting information related to the product concern including the captured digital information.

Claim 2 (canceled): The system of claim 1 wherein the service station comprises a computer in selective communication with the digital camera assembly for receiving digital information related to the customer concern.

Claim 3 (canceled): The system of claim 1 wherein the service station includes a scanner for acquiring at least one identifying indicia.

Claim 4 (currently amended): The system of claim 3 1 wherein the at least one identifying indicia is a vehicle identification number.

Claim 5 (currently amended): The system of claim 3 1 wherein the at least one identifying indica is watermarked onto the ~~captured digital information~~ one or more photographs.

Claim 6 (canceled): The system of claim 3 wherein the scanner is attached to the digital camera assembly.

Claim 7 (previously presented): The system of claim 1 wherein the service station comprises a housing having a base and a base cover.

Claim 8 (previously presented): The system of claim 7 wherein the base comprises a first recessed portion for receiving a computer.

Claim 9 (currently amended): The system of claim 8 wherein the base further comprises a second recessed portion for receiving the integrated digital camera ~~assembly and~~ scanner unit.

Claim 10 (currently amended): The system of claim 9 wherein the second recessed portion further comprises a plurality of terminals for contacting a plurality of ~~camera~~ terminals on the integrated digital camera ~~assembly and~~ scanner unit.

Claim 11 (currently amended): The system of claim 10 wherein the plurality of terminals comprises a first set of terminals for communication with a first set of ~~camera~~ terminals for charging the integrated digital camera ~~assembly and~~ scanner unit.

Claim 12 (currently amended): The system of claim 11 wherein the plurality of terminals further comprises a second set of terminals for communication with a second set of camera terminals for transmitting data between the integrated digital camera ~~and scanner~~ unit assembly and the first computer.

Claim 13 (currently amended): The system of claim 1 wherein the service station comprises a power supply for providing electrical power to the integrated digital camera ~~assembly and~~ scanner unit.

Claim 14 (currently amended): The system of claim 1 wherein the service station comprises a battery charger for charging a battery included in the integrated digital camera ~~assembly~~ and scanner unit for providing electrical power to same.

Claim 15 (canceled): A system for processing a customer concern, the system comprising:

a service computer having a digital camera assembly in communication therewith for capturing images of the customer concern;

a reviewer computer for receiving the images from the service computer for determining how to address the customer concern; and

a communication network connecting the service computer with the reviewer computer for transmitting customer concern information including the images therebetween.

Claim 16 (canceled): The system of claim 15 further comprising a scanner in communication with the digital camera assembly for acquiring at least one identifying indicia.

Claim 17 (canceled): The system of claim 16 wherein the at least one identifying indicia is a vehicle identification number.

Claim 18 (canceled): The system of claim 16 wherein the at least one identifying indicia is watermarked onto the images.

Claim 19 (canceled): The system of claim 15 further comprising a housing having a base and a base cover.

Claim 20 (canceled): The system of claim 19 wherein the base comprises a first recessed portion for receiving the service computer.

Claim 21 (canceled): The system of claim 20 wherein the base further comprises a second recessed portion for receiving the digital camera assembly.

Claim 22 (canceled): The system of claim 21 wherein the second recessed portion comprises a plurality of terminals for contacting a plurality of digital camera assembly terminals.

Claim 23 (canceled): The system of claim 22 wherein the plurality of terminals comprises a first set of terminals in communication with a first set of digital camera assembly terminals for charging the camera.

Claim 24 (canceled): The system of claim 22 wherein the plurality of terminals further comprises a second set of terminals in communication with a second set of digital camera assembly terminals for transmitting data between the camera and computer.

Claim 25 (canceled): The system of claim 19 wherein the housing comprises a power supply for providing electrical power to the digital camera.

Claim 26 (canceled): The system of claim 19 wherein the housing comprises a battery charger for charging a battery included in the digital camera assembly for providing electrical power to same.

Claim 27 (canceled): A system for processing a product concern, the system comprising:

- a housing having a removable service computer for receiving data indicative of a product concern;

- a removable digital camera for capturing at least one image of the product concern wherein the service computer and digital camera are configured to automatically transmit the at least one image from the digital camera to the service computer upon placing the digital camera and the service computer in electrical communication;

- a scanner attached to the removable digital camera for acquiring an identifying indicia for the product concern and automatically associating the identifying indicia with the at least one image; and

a remotely positioned reviewer computer for receiving the at least one image and associated identifying indicia from the service computer via a communication network to determine how to correct the product concern.

Claim 28 (canceled): The system of claim 27 wherein the identifying indicia is a vehicle identification number.

Claim 29 (canceled): The system of claim 27 wherein the identifying indicia is watermarked onto the at least one image.

Claim 30 (canceled): The system of claim 27 wherein the housing comprises a base and a base cover.

Claim 31 (canceled): The system of claim 30 wherein the base comprises a first recessed portion for receiving the service computer.

Claim 32 (canceled): The system of claim 30 wherein the base further comprises a second recessed portion for receiving the digital camera and scanner.

Claim 33 (canceled): The system of claim 32 wherein the second recessed portion comprises a plurality of terminals for contacting a plurality of corresponding digital camera terminals.

Claim 34 (canceled): The system of claim 33 wherein the plurality of terminals comprises a first set of terminals in communication with a first set of digital camera terminals for charging the digital camera.

Claim 35 (canceled): The system of claim 34 wherein the plurality of terminals further comprises a second set of terminals in communication with a second set of digital

camera terminals for automatically transmitting data between the digital camera and the service computer.

Claim 36 (canceled): The system of claim 27 wherein the housing further comprises a power supply for providing electrical power to the digital camera.

Claim 37 (canceled): The system of claim 27 wherein the housing further comprises a battery charger for charging a battery included in the digital camera for providing electrical power to same.

Claim 38 (previously presented): The system of claim 1 wherein the product concern involves a warranty concern relating to a vehicle.

Claim 39 (canceled): The system of claim 27 wherein the product concern involves a warranty concern relating to a vehicle.

Claim 40 (currently amended): A system for evaluating a vehicle warranty concern during a real-time communication session, the system comprising:

a first computer device for receiving information relating to a vehicle warranty concern;

[[a]] an integrated digital camera and vehicle identification device for capturing at least one image and an identification for the vehicle, respectively relating to the vehicle warranty concern; and

~~an identification device for capturing an identifier for the vehicle, wherein the identifier is automatically associated with the at least one image; and~~

a second computer device for receiving the information, the at least one image and the ~~associated~~ identifier via a communication network for evaluation of the vehicle warranty concern during a real-time communication session.

Claim 41 (canceled): The system of claim 40 wherein at least the digital camera device and the identification device are embodied in a single unit.

Claim 42 (currently presented): The system of claim 40 wherein the ~~identifier~~ identification for the vehicle is a vehicle identification number.

Claim 43 (previously amended): The system of claim 40 wherein the identification device is a barcode scanner.

Claim 44 (currently amended): The system of claim 40 wherein the ~~identifier~~ identification for the vehicle is watermarked onto the at least one image.

Claim 45 (previously amended): The system of claim 40 wherein communication between one or more of the devices is via one or more cables.

Claim 46 (canceled): A system for evaluating a vehicle warranty concern during a real-time communication session, the system comprising:

- a first computer device for receiving data relating to a vehicle warranty concern;
- a digital camera device for capturing at least one image relating to the vehicle warranty concern;

- a scanner device configured to capture an identifier for the vehicle and associate the identifier with the at least one image wherein the digital camera device is configured to transmit the at least one image and the identifier to the first computer device in an automated fashion upon establishing communication between the digital camera device and the first computer device; and

- a second computer device for receiving the data, the at least one image and the identifier from the first computer device via a communication network to evaluate the warranty concern during a real-time communication session.

Claim 47 (canceled): The system of claim 46 wherein the identifier is a vehicle identification number.

Claim 48 (canceled): The system of claim 46 wherein the scanner device is a barcode scanner.

Claim 49 (canceled): The system of claim 46 wherein the identifier is watermarked onto the at least one image.

Claim 50 (canceled): The system of claim 46 wherein the communication between the digital camera device and the first computer device is via one or more cables.